

UTILITY OPERATIONS PROGRAM COORDINATOR

SUMMARY/PURPOSE:

To plan, organize, and administer various programs within the Utility Operations Division. Review operational procedures and evaluate the effectiveness of existing and proposed programs and operations.

DISTINGUISHING FEATURES OF THE CLASS:

This position involves professional administrative and technical work in maintaining the City of Duluth's compliance with state and federal regulations for water and wastewater in support of the Utility Operations Division/Public Works and Utilities Department. Employees in this classification exercise considerable judgment in decision-making regarding day-to-day program operations and in providing lead direction and training to assigned staff.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES (Other duties may be assigned):

1. Develop and coordinate utilities operations programs and operational procedures as directed.
2. Prepare, present and evaluate the effectiveness of public education programs.
3. Prepare and present reports, recommendations and studies to staff, governing bodies, at public hearings and meetings, and to public and private agencies and groups.
4. Prepare documents and procedures sufficient to obtain federal and state governmental agency approval for implementation.
5. Coordinate other projects and/or programs as assigned.
6. Plan and conduct public relations programs designed to create and maintain a favorable public image for the City; coordinate and direct public presentations and public events.
7. Plan and direct the development and communication of information to keep the public informed of the City's activities as it relates to ongoing issues within the Public Works and Utilities Division.
8. Prepare and distribute fact sheets to the media, commercial enterprises and private citizens.
9. Arrange for and conduct public contact programs designed to meet the City's objectives in maintaining compliance with the Federal Government's Clean Water Act.
10. Represent the City at City Council meetings, public forums, and professional conferences at the federal, state and regional levels.
11. Write and submit grant applications for programs.
12. Coordinate and maintain communications with the public to receive complaints and suggestions, to provide information and explanations regarding program activities and projects, and to resolve disputes and conflicts as needed.
13. Respond to phone calls or written complaints by investigating and/or researching issues to determine course of action; and collaborate with departments, divisions, or individuals for complaint resolution.
14. Determine priorities, assign work to personnel, and coordinate schedules to ensure timely completion of work; establish work standards and evaluate work of employees.

15. Train assigned employees in their program related areas of work including work methods, procedures, and technique; review work and provide day-to-day direction in determining priorities; provide input into performance evaluation.

JOB REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

1. Education and Experience requirements:
 - A. Graduation from an accredited college or university with a Bachelor's Degree in Public Administration, Education, Management, Business Management, Environmental Engineering, Natural Resource Management, Water Resource Management, Environmental Management, or a closely-related field; and
 - B. Two (2) years full-time equivalent experience in the functional areas identified as essential above; or
 - C. A combination of education, experience, and training considered by Human Resources to be equivalent totaling eight (8) years.
2. License Requirements:
 - A. Possession of a valid Minnesota Driver's License or equivalent.
3. Knowledge Requirements:
 - A. Knowledge of program analysis, planning, implementation and evaluation principles and techniques.
 - B. Knowledge of process mapping, control and total quality management of process.
 - C. Knowledge of budgeting and capital improvement programming.
 - D. Knowledge of grant writing and reporting principles and techniques.
 - E. Knowledge of local, state and federal regulations related to assigned program.
 - F. Knowledge of methods and practices of public policy development and dissemination.
 - G. Knowledge of research and analysis methods and techniques.
 - H. Knowledge of program analysis, planning, implementation and evaluation principles and techniques.
 - I. Knowledge of accepted supervisory and management practices and the ability to use them effectively.
4. Skill Requirements:
 - A. Skill in organizing programs, projects or events involving diverse groups and factors.
 - B. Skill in project planning, implementation and evaluation.
 - C. Skill in communicating logically, persuasively and accurately in oral and written forms to groups and with individuals.
 - D. Skill in preparing clear, concise written reports and correspondence.
 - E. Skill in managing and tracking multiple projects concurrently.

- F. Skill in locating, classifying and interpreting a variety of informational, financial and statistical data.
 - G. Skill in the operation of personal computers and associated software, including word processing, database, spreadsheet, adobe, and project management software.
 - H. Skill in technical writing sufficient to produce reports, technical manuals, training documents, and grant proposals.
5. Abilities Requirements:
- A. Ability to plan and coordinate work of project staff.
 - B. Ability to read, interpret, analyze and explain technical manuals, data, basic blueprints, maps, and other complex materials that may involve information with which the individual is unfamiliar.
 - C. Ability to evaluate and analyze operations and procedures.
 - D. Ability to work independently while functioning as a team member.
 - E. Ability to establish and maintain effective working relationships with supervisors, other employees, governmental agencies and the general public.
6. Physical Abilities Requirements:
- A. Ability to transport oneself to, from, and around project and meeting sites.
 - B. Ability to transport to, from, and around construction projects throughout the City
 - C. Ability to lift and carry up to 50 pounds occasionally and frequently carry up to 25 pounds.
 - D. Ability to talk and hear to exchange information.
 - E. Fine dexterity to operate computer.
 - F. Visual acuity to prepare, analyze and proofread data.
 - G. Ability to attend work on a regular basis.
 - H. Ability to work outside in inclement weather.
 - I. Ability to work at heights above an excavation and to climb into and out of excavations.
 - J. Ability to attend work on a regular basis.

Anlst: TS	Class: 3309	Union: Basic	Pay: 33	CSB: 20120207
CC: 20120423	Res: 12-0205R	EEOC: Professional	EEOF: Utilities/Transportation	WC: 8810